

## SERVICES

### MAIN OFFICE

City Park Campus  
615 City Park Avenue  
Building 10, Suite 201  
New Orleans, LA 70119  
(504) 671-5500 (Helpdesk)

[dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu)

[Submit a ticket](#)

### Client Support

- Provides real time OIT Helpdesk email and phone support.
- Conducts basic end-user training on OIT-managed software apps.
- Develops self-help content for end-users.
- Fulfills end-user requests for installation, troubleshooting and repair services on workstations, software, printers, and other hardware peripherals.
- Provides specifications for hardware and software procurement and desktop management of antivirus software.

### Data Security

- Maintains end-user email account access rights and privileges to various administrative systems. (ERP, Active Directory/Exchange, ServiceNow, etc.)
- Annually updates IT Disaster Recovery Plan



### Critical Updates

In our ongoing commitment to safeguarding the security and integrity of our college's digital infrastructure, all employees who utilize college-issued laptops are required to connect their devices to the Delgado Community College network at least once a month for 4-5 hours during the workday. This allows your device to receive regular updates that are essential to protecting our organization from cybersecurity threats, including ransomware attacks, and to ensure the optimal performance of your devices.

**Note:** If you bring in your device and are unable to log in with your credentials or you receive a password or device/network type error, then please submit an [OIT Help Desk ticket](#) for further assistance.

### Microsoft OneDrive

If you are not currently saving your files and data to Microsoft One Drive, OIT strongly encourages you to do so. When you save files on your computer hard drive and/or use a flash drive or other external media, there is no guarantee of our ability to recover data from such devices. If you need assistance, please submit an [OIT Helpdesk ticket](#). The following are great resources for technology training, specifically:

- [Microsoft 365 Virtual Workshops and Training for Educators](#)
- [Encryption/OneDrive](#)

### Multifactor Authentication for Delgado Email Login

As a security measure, Microsoft requires a phone number as part of the initial login and verification process when signing into your Delgado email account for the first time. If at any time you need to change the phone number associated with the account, email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) for further

### Wi-Fi

**DOLPHIN-WIFI** is accessible to Delgado students, faculty, and staff only. Log in with your Delgado email address and password.

**DOLPHIN-GUEST WIFI** is available to all visitors. No login credentials are required.

Please visit the [Wi-Fi Access](#) page on the OIT website for instructions on how to connect to DOLPHIN-WIFI and DOLPHIN-GUEST WIFI.

### Microsoft 365

Delgado students and employees can install Microsoft 365 software for free on up to five devices (PCs, Macs, tablets, and smartphones). Instructions are as follows:

- Go to: <http://outlook.com/dcc.edu>.
- Enter your Delgado email username and password then click **Login**.
- Click the **Account manager** button in the top right corner of the screen.
- Click on **View account**.
- Click the **App launcher** button in the top left corner of the screen.
- Click **Microsoft 365**.
- Click **Install and more**.
- Click **Install Microsoft 365 apps**.
- Under **Office apps & devices**, click **Install**

### Multifactor Authentication for LCTCS Duo Login

The Louisiana Community and Technical College System (LCTCS) has implemented Duo by Cisco as an additional layer of security for employee Banner accounts. If at any time you need to change the phone number associated with the account, email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) for further instructions.

If you have technology-related questions, concerns, or need assistance, please [submit an OIT Help Desk ticket](#), email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu), or call (504) 671-5500.

# SERVICES

## Information Management

- Customizes existing software applications for institutional use.
- Fulfills end-user requests for institutional data and reports.
- Manages interfaces to third party products.

## Information Technology

### Service Management (ITSM) and Business Automation

- Administers and manages the backend of the online OIT Helpdesk system (ServiceNow).

## Network and

### Communications

- Oversees the daily operation, installation, and maintenance of the College's computer network servers and system software.
- Provides server hardware and software administration.
- Manages internet connectivity, firewall, and anti-virus protection.
- Supervises the College's voice and data infrastructure.

## Adobe Creative Cloud for Faculty and Staff

Due to a change in Adobe's licensing model, some users may experience issues while attempting to access PDF documents. If your challenges are related to the **creation and modification of PDF documents**, please visit the [Adobe Creative Cloud Access](#) page on the OIT website for instructions on how to have Adobe access granted to your account. If your challenges are only related to **viewing and accessing PDF documents**, please submit an [OIT Helpdesk ticket](#) for further assistance.

## Email Access While Traveling Abroad

If you require access to Delgado email while traveling abroad, email [dcchelpdesk@dcc.edu](mailto:dcchelpdesk@dcc.edu) for instructions.

## Expired Email Accounts

If you are a temporary, adjunct, or part-time employee returning to the College and cannot log in to email, it is likely that your access has expired based on the end date of your contract. If this is the case, please contact the OIT Helpdesk for assistance.

## KnowBe4 Security Awareness Training

KnowBe4 is a comprehensive security awareness training platform designed to empower individuals with the skills and knowledge needed to recognize and respond to various cybersecurity threats effectively. Through simulated phishing attacks and interactive training modules, KnowBe4 will help you develop a strong defense against cybercriminals.

Cybersecurity threats are evolving rapidly, and our best defense is a knowledgeable and vigilant workforce. By completing the KnowBe4 Security Awareness Training, you play a crucial role in strengthening our organization's security posture and protecting our valuable data.

**Please be aware that your participation in these phishing campaigns and security awareness training will be tracked and reported to college administrators.**



## Avaya Cloud Office® Phone System

Avaya Cloud Office® by RingCentral delivers a complete Unified Communications (UC) solution—phones, apps, messaging, conferencing, video, and your own team meeting space all in a single, flexible platform. Please visit the [Avaya Cloud Office Phone System](#) page on the OIT website for additional details and user guides.

If you encounter any issues with ACO, please contact the OIT Helpdesk or submit an [OIT Helpdesk ticket](#) for further assistance.

## Microsoft Teams

Microsoft Teams is universally installed on all Delgado desktops and laptops. The mobile phone app is available for download in the [Apple](#) and [Google Play](#) App stores. Here are some helpful links:

- ✚ [Start a call from a chat in Teams \(microsoft.com\)](#)
- ✚ [Use the dial pad to make a call \(microsoft.com\)](#)

## Zoom for Delgado Community College

**ServiceNow® is the official platform used by the College to request IT services.** Therefore, OIT will use this platform to fulfill requests for new Zoom accounts and to convert your paid Zoom subscription to a Delgado Zoom license. Instructions are as follows:

- ✚ Navigate your browser to ServiceNow: <https://delgadoprod.servicenow.com/sp>.
- ✚ On the ServiceNow® Welcome page, **enter your LoLA username and password.**
- ✚ Click **Login.**
- ✚ Select **Desktop & Laptop Request>Request Software Installation or Removal.**
- ✚ In the **Please describe the justification for your request** field, note that you are requesting a new Zoom account or you wish to convert your paid Zoom subscription to a Delgado Zoom license.
- ✚ In the **What software is being requested or removed** field, enter Zoom.
- ✚ Once all required fields are completed, click **Submit.**
- ✚ Supervisor approval is required for OIT to service the ticket.

[Browse the OIT website](#) for the latest technology announcements, projects, and system updates.